



MINUTES

Meeting	Date	Time	Location
Leaseholders Forum	28 March 2023	18:00	Online (via Zoom)
Attendees			
<p><i>Carol Stewart, James Baker, Alister Goulding, Amanda & Rob, Judit Davis, Kinga Michanowska, Lyn Porter, Amanda David, Asli Abdi (Mahamed Aden), Ben, Charles Ross, Ghast, Gillian Wright, Hall, Joseph Russ, Rahoo Imran, Kris, Rosie Davies, Stefania Cauli, Steve Carlin, Suresh Moorthy, Win Kennedy, Yi</i></p> <p>BCC Julie Mckay (JM), Mark Kempt (MK), Ilona Marciniak (IM), Jack Barkell (JB), Keith Bristow (KB)</p>			

Agenda Items

1. Welcome, housekeeping and introductions
2. Action Points and updates since the previous forum (October 2022)
3. Safe Escapes – Clear Corridor Policy (Jack Barkell – Policy Team)
4. Transformation update (Mark Kempt & Julie McKay)
5. Neighbourhood Grading update (Julie McKay)
6. Building Safety Act – Leaseholder Protections (Julie McKay)
7. Future ‘hot topic’ ideas for the Leaseholder Forum in March 2023
8. Any other business
9. Date of next meeting 18th July 2023 and close

Agenda Item	Discussion Points/ Outcomes & Actions	Actions
1.	JM welcomed everyone to the forum and shared the code of conduct on the screen. The Zoom chat will copy and responded to any enquiries.	
2.	There were no action points from the last forum – JM stated there were a lot of PowerPoints presentations. JM suggested that she would like the forums to be more interactive in the future.	

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3.	<p>JB ran through his presentation:</p> <p>Explained the policy has been updated and stated he wanted to hear residents' views. There have been several incidents and fires in our properties in Bristol. The policy applies to communal areas and applies to high-rise blocks – six storey's and taller. Technically this is not a big change in Policy, a lot of landlords have a managed approach which BCC has had, but this will be stricter now given the risks.</p> <p>Communication and enforcement will be the biggest change that residents will experience. JB explained that he understood that this may be a difficult policy for people to manage, so there will likely be a grace period. Fire safety is however the priority.</p> <p>JB asked for feedback now or in an email which can spent directly to him.</p> <p>Judit (JD) asked for a copy of the policy. IM confirmed that minutes will be shared along with the policy after the meeting. These will be shared in the coming days.</p> <p>JD asked about the mobility scooters – there are a lot of scooters in the community, what else are BCC going to do and make provision for storage? There needs to be a solution focused approach. There are access needs for people who use scooters for mobility.</p> <p>JB explained that they scooters are dangerous because of the size and the battery – it is a concern and there is an understanding that the item is important to the resident. BCC will work with the person to find a storage solution. Residents need to be prepared to make a new arrangement with regards the scooter and or storage. Occupational Therapists will not recommend a mobility scooter, this is a personal choice and the official line from BCC is that mobility scooters are not allowed in corridors. JB acknowledged that this was going to be difficult for some people – but there is no getting around the approach which will be stricter.</p> <p>JM stated that there was a balance to accessibility and safety which BCC understands.</p> <p>Lyn Porter (LP) – mobility scooters are essential for some people. This will conflict with the proposed changes. Are there any thoughts about working with Shop Ability regarding mobility storage bays or hired scooters as opposed to them being stored in flats or corridors. Hire them as opposed to owning them via a company similar to what already exists in Shopping precincts. Is there any thought about expanding the scheme to enable social mobility and quality of life. JB stated he would investigate the idea and would raise this internally. JB confirmed that they are essential to people and worked well with people who had mobility issues. JB will feedback at the next forum.</p> <p>Zoom questions: No corridors in community rooms. Will caretakers be monitoring them in line with the policy. Wheelchair accessibility</p>	IM

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	<p>and equality, issues potentially with disability discrimination. Residents have been inappropriately housed in some cases and they'll need to move potentially. JB confirmed that this policy is in conflict, and this is a problem nationally and internationally, not just for BCC. May need to look at spaces for mobility scooters to be stored and allocating people in new homes that are suitable for their needs. Caretakers and Housing Officers will enforce the policy if there are issues or repeat offenders – leaving items in the corridor this will be escalated to Housing Officers.</p> <p>Rosie Davies (RD) – would there be a record of who owns what in their flats? JM stated that some letters have been hand delivered around the city to residents asking about vulnerabilities or mobility issues.</p>	
4.	<p>JM shared the Transformation presentation and updated on the project which has now concluded. The structure was launched yesterday. JM talked through some of the roles and responsibilities. Explained that the changes are about improving the service and service charging as a whole – there is a new Housing Management system coming in the future which will hopefully add benefits including a leaseholder's portal.</p> <p>Explained that the Home Ownership Officers will be out on site more and there will be more visibility and a customer centred approach, working with residents and being their voice. Making use of our site offices and meeting residents in person and with other services. Service will be split between RTB and Leasehold Management – new BCC developments in Shared Ownership (April 2023) adapting the service to meet new tenure needs and third-party management.</p> <p>We are working to our residents' priorities and our internal priorities – managing safety and security.</p> <p>JM went through the timeline and updated on where we are with recruitment – JM stated we have several vacancies in the service. There will be new training and the transfer of the Leasehold debt to our Housing Management system. April/May we are looking to transfer this into the system which will make paying for Estimates and Actuals easier for residents.</p> <p>MK explained that Home Ownership is a stand-alone service, and we are looking to make development changes over the coming years.</p> <p>RD – there are issues contacting the Leasehold team and issues with teams not communicating between each other</p> <p>JD – I like the slides and asked if there were more staff than the current structure. JM explained there was an increase in numbers but the main change would be around the specialism of the officers. JM explained the role of managing a third-party agent. Who has the responsibility for managing the land when BCC don't own it. JM stated we would need to check which part of land there are issues with.</p>	

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	<p>Joseph Russ (JR) – Managing payments through one system is great to hear. It's difficult to manage the different documents that come through the post – difficulty predicting the outgoings in the future and timelines for major works. JM we do have a forward maintenance plan but there needs to be more work to understand the dates and times. We are trying to get to that level of information.</p> <p>LP – I received a letter about works being done to the lifts £8k+ can this payment be staggered. JM wanted to double check the S20 before responding. JM explained that Home Ownership Income Officers would manage the charges and sat with MK. LP stated that her Lease Extension had not come through but had been paid. JM committed to finding out what had happened.</p> <p>Ghast – issue with Estimated service charge – no one has been able to help me and had no response. JM asked for the details and will ask the team to respond.</p> <p>RD – question asked about Hot water and Heating – ask how these are estimated, and they are accurate for each flat – how do you know if the meters have been read and processed correctly? JM explained that estimated charges were based on last years actual costs and increased with an inflationary uplift. RD - How are these being read – JM we can arrange for someone to contact you to explain. JM explained that she will be in on leave from tomorrow for week but will pick up emails</p> <p>SM – service charge last year – no deadline for payment? How would this affect me. JM explained that we have six months to balance the estimates and actuals – you can contact the team to clear account over twelve months. If the payment is delayed, we would not take action unless we talk to you. We know there is a cost-of-living crisis we would want to make a reasonable repayment plan.</p>	<p>JM</p> <p>JM</p> <p>JM</p>
5.	<p>JM explained that Martin Owen gave a presentation on the Estate Grading work but he is on leave, so we have a quick update. Information is being uploaded onto GIS mapping to look at sites and ownership and the work that has been carried out. Request that Estates Manager attends next Leasehold Forum.</p>	JM
6.	<p>JM talked through the presentation – JM asked if residents have heard of the building safety act. BCC will be writing to residents on a block-by-block basis in the future.</p> <p>Advised Leaseholders to check their circumstances using the GOV.uk link within the presentation.</p> <p>RD – question about cladding on her block what proof they have that it meets the standard. JM asked for details and will pick this up.</p>	JM

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7.	<p>Estates Services were due to come this week – what other topics would residents like to see.</p> <p>Building Safety update at every forum – this will be a standing agenda item</p> <p>Dogs in flats policy</p> <p>RD Parking – at blocks and potential storage spaces that haven't been checked – MK suggested a site visit</p> <p>Officers shared emails on the Zoom chat:</p> <p>JR – waste management at blocks – bulky waste taken away and there is fly tipping at the site. JM suggested a site visit</p>	<p>MK</p> <p>JM</p>
8.	N/A	
9.	<p>Date of next meeting 18th July 2023 and close</p> <p>https://www.eventbrite.co.uk/e/601383954597</p>	